

| L Number | Hits | Search Text | DB | Time stamp |
|----------|------|--|------------------------------------|------------------|
| - | 1220 | 704/.ccls. and (interact\$6 dialog\$3) and (operator (third near4 party)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 14:49 |
| - | 166 | 704/.ccls. and (interact\$6 dialog\$3) and ((unable error) same (operator (third near4 party))) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 14:49 |
| - | 342 | (704/270.ccls. 704/275.ccls.) and (interact\$6 dialog\$3) and (operator (third near4 party)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 14:53 |
| - | 117 | (704/.ccls.) and (interact\$6 dialog\$3) and (transfer\$4 with (operator (third near4 party))) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 15:49 |
| - | 433 | ((interactive near3 voice near3 response) IVR) and ((transfer\$4 rout\$4) with operator) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 15:54 |
| - | 13 | ((interactive near3 voice near3 response) IVR) and ((transfer\$4 rout\$4) with operator) and pitch | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 16:00 |
| - | 3 | ((interactive near3 voice near3 response) IVR) and ((transfer\$4 rout\$4) with operator) and mood | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 17:41 |
| - | 4 | "9723813" | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 16:00 |
| - | 77 | ((speech voice) near3 recogni\$5) and ((transfer\$4 rout\$4) with operator) and (pitch mood) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 17:56 |
| - | 23 | ((speech voice) near3 recogni\$5) and ((transfer\$4 rout\$4) with operator) and (pitch mood) and synthesis | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 17:43 |
| - | 44 | ((speech voice) near3 recogni\$5) and ((transfer\$4 rout\$4) with operator) and (pitch mood) and synthesi\$6 | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 17:43 |
| - | 74 | ((speech voice) near3 recogni\$5) and ((transfer\$4 rout\$4) with operator) and (timeout time\$out) and (synthesis synthesizer) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 07:46 |
| - | 0 | ((speech voice) near3 recogni\$5) and toshiba and (conducted near3 smoothly) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 18:23 |
| - | 38 | toshiba and (conducted near3 smoothly) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/18 18:23 |
| - | 26 | ((speech voice) near3 recogni\$5) and ((transfer\$4 rout\$4) with (third near3 party)) and (timeout time\$out) and (synthesis synthesizer) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 07:49 |
| - | 66 | ((speech voice) near3 recogni\$5) and ((transfer\$4 rout\$4) with (third near3 party))and (synthesis synthesizer) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 07:49 |

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|--|------|---|------------------------------------|------------------|
| | 16 | ("Re34429" "4387271" "4656654" "4682957" "4715059" "4815121" "4918722" "4932047" "5040208" "5164981" "5164982" "5243643" "5255305" "5276732" "5283731" "5291546").PN. | USPAT | 2004/08/19 14:24 |
| | 15 | ("4625081" "5357596" "5479488" "5544305" "5566272" "5594638" "5615296" "5638425" "5652789" "5694558" "5774860" "5842193" "5905774" "6035275" "6058166").PN. | USPAT | 2004/08/19 14:45 |
| | 2 | 6219643.pn. | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:14 |
| | 365 | 704/\$.ccls. and (operator near6 time) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:24 |
| | 15 | (704/\$.ccls. and (operator near6 time)) and IVR | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:21 |
| | 173 | IVR and (operator near6 time) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:24 |
| | 5 | IVR and (operator near6 (predetermined near4 time)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:26 |
| | 0 | "09940522" | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:26 |
| | 1 | "09/940522" | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:27 |
| | 175 | IVR and ((user near3 access\$4) with (times number)) and operator | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:32 |
| | 160 | IVR and (user near4 level) and operator | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:33 |
| | 52 | IVR and (user near4 level) and ((transfer\$5 rout\$4 select\$4) near4 operator) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:34 |
| | 0 | IVR and (user near4 understanding) and ((transfer\$5 rout\$4 select\$4) near4 operator) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:35 |
| | 3123 | IVR andl (access near4 number near4 times) and ((transfer\$5 rout\$4 select\$4) near4 operator) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:36 |
| | 49 | IVR and (access near4 number near4 times) and ((transfer\$5 rout\$4 select\$4) near4 operator) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:38 |
| | 137 | IVR and (access near4 number) and ((transfer\$5 rout\$4 select\$4) near4 operator) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:39 |

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| | 20 | IVR and (user near4 (knowledge comprehension history familiarity)) and ((transfer\$5 rout\$4 select\$4) near4 operator) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:42 |
| | 12 | ("4736405" "4785408" "4922514" "4943995" "4972461" "4993062" "5012511" "5060255" "5222120" "5222125" "5241588" "5347564").PN. | USPAT | 2004/08/19 16:41 |
| | 73 | IVR and (user near4 new) and ((transfer\$5 rout\$4 select\$4) near4 operator) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/19 16:43 |
| | 3805 | 704/275.ccls. 704/270.ccls. 704/258.ccls. 704/231.ccls. | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:23 |
| | 871 | 704/\$.ccls. and (access near3 (amount times number)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:42 |
| | 99 | 704/275.ccls. and (704/\$.ccls. and (access near3 (amount times number))) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:31 |
| | 0 | "number of accesses" and IVR | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:31 |
| | 0 | "number of accesses" and (dialog\$2 and telephone) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:32 |
| | 0 | "number of accesses" and (\ telephone) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:32 |
| | 0 | "number of accesses" and (\ telephone) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:32 |
| | 193 | 704/275.ccls. and ((new near3 user) (first near4 access)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:42 |
| | 26 | (704/275.ccls. and ((new near3 user) (first near4 access))) and ivr | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:35 |
| | 606 | 704/\$.ccls. and (use near3 (number amount times)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:43 |
| | 20 | 704/\$.ccls. and (use near3 (number amount times)) and IVR | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:43 |
| | 0 | 704/\$.ccls. and (use near3 (number amount times)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:44 |
| | 0 | IVR and (use near3 (number amount times)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:44 |

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| | 49 | 704/275.ccls. and (use near3 (number amount times)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:46 |
| | 0 | ivr and ("number of uses") | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:46 |
| | 0 | "number of accesses" and telephone | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:51 |
| | 0 | "number of accesses" | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 07:52 |
| | 121 | (number near4 accessed) and ivr | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 08:07 |
| | 100 | (times near4 accessed) and ivr | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 08:00 |
| | 123 | ivr and (operator near3 (speech voice)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 08:20 |
| | 15 | ivr and (operator near3 (speaking)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 08:24 |
| | 33 | (speech near4 recogni\$6) and (interactive) and (operator near3 (speaking)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 08:27 |
| | 37 | (speech near4 recogni\$6) and (interactive) and (operator with threshold) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 08:38 |
| | 59 | (speech near4 recogni\$6) and (telephone) and (operator with threshold) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 09:28 |
| | 684 | (speech near4 recogni\$6) and (telephone) and (interact\$4 near4 (amount times number)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 09:29 |
| | 442 | IVR and (interact\$4 near4 (amount times number)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 09:29 |
| | 40 | IVR and (operator same (interact\$4 near4 (amount times number))) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 09:40 |
| | 442 | IVR and (interact\$4 near4 (amount times number)) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 09:41 |
| | 11 | 704/.ccls. and (operator same (interact\$4 near4 (amount times number))) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 09:48 |

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| | 97 | dialog and (operator same (interact\$4 near4 (amount times number))) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 09:49 |
| | 29 | IVR and (((transfer\$4 rout\$4) near3 (helper operator)) same ((operator helper) near4 (speak\$4 voice speech talk\$4))) | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 10:36 |
| | 1 | 09/940522 | USPAT; US-PGPUB; EPO; JPO; DERWENT | 2004/08/20 11:06 |